

ABSTRACT OF THE DISCLOSURE

A CTI server receives calls from telephone terminals. The CTI server includes an analysis unit, an icon creating unit, and an icon display control unit. The analysis unit analyzes conditions for a call from a telephone terminal to generate a parameter which represents the presumed psychological state of a customer using the telephone terminal. The icon creating unit creates an icon for visually displaying the presumed psychological state of the customer on the basis of the parameters. The icon display control unit for displaying the presumed psychological state of the customer using the icon.